





PHONE SYSTEM TIP SHEET



FOUR
IMPORTANT
STEPS
EVERYONE **MUST**
COMPLETE

-  CHANGE YOUR NUMERIC PIN
-  RECORD YOUR NAME
-  RECORD UNAVAILABLE VOICEMAIL GREETING
-  CHANGE SWITCHVOX PORTAL PASSWORD

CHANGING YOUR NUMERIC PIN

1. DIAL 899
2. ENTER YOUR CURRENT NUMERIC PIN _____
3. PRESS 4
4. DIAL NEW PIN, REPEAT AS PROMPTED

TIP: PINS must be strong: at least 6 numbers, no more than 2 of the same number in a row (ie. 111), no sequences (ie. 123), does not contain the extension

RECORD YOUR NAME

1. DIAL 899, ENTER YOUR PIN
2. PRESS 0, THEN 3
3. RECORD JUST YOUR NAME, PRESS #
4. PRESS 1 TO ACCEPT THIS RECORDING

HOW TO FIND YOUR EXTENSION

IT IS LOCATED ON YOUR
PHONE SCREEN IN THE BOX
IN THE UPPER RIGHT HAND
CORNER

RECORD YOUR UNAVAILABLE VOICEMAIL GREETING

1. DIAL 899, ENTER YOUR PIN
2. PRESS 0, THEN 1
3. RECORD YOUR GREETING, PRESS #
4. PRESS 1 TO ACCEPT THIS RECORDING OR FOLLOW PROMPTS TO REDO

CHANGE SWITCHVOX PORTAL PASSWORD

1. IN YOUR WEB BROWSER, GO TO _____
2. ENTER YOUR EXT / PASSWORD: _____
3. CHANGE YOUR PASSWORD

TIP: Passwords must be strong: at least 8 characters, including uppercase, lowercase, number, and special character

HOW TO LOG IN TO SWITCHVOX USER PORTAL & SWITCHBOARD

1. IN YOUR WEB BROWSER, GO TO _____
2. ENTER YOUR EXT AND PASSWORD

TIP: Save this link as a shortcut/bookmark/favorite for future use to:

- *Listen to and forward voicemail
- *Add/delete phonebook entries
- *Add/modify call rules, including call forwarding

PHONE SYSTEM TIP SHEET



USING YOUR PHONE TO RECEIVE CALLS

TO ANSWER AN INCOMING CALL

PICK UP PHONE (or)
PRESS **SPEAKER** BUTTON (or)
PRESS **HEADSET** BUTTON
Tip: Only if you have a headset

TO REJECT AN INCOMING CALL

PRESS THE **IGNORE** OR **REJECT** SOFT BUTTON TO SEND DIRECTLY TO VOICEMAIL
Tip: Soft buttons are the ones on the display area of your phone

USING YOUR PHONE TO MAKE CALLS

INTEROFFICE CALL

DIAL EXT (or) PRESS **CONTACTS** SOFT BUTTON, USE ARROWS TO SCROLL TO DESIRED CONTACT, PRESS **DIAL** SOFT BUTTON

LOCAL CALL

DIAL **9** + THE TEN DIGIT NUMBER

LONG DISTANCE OR TOLL-FREE

DIAL **9, 1**, + THE TEN DIGIT NUMBER

THREE WAY CONFERENCE CALL

PLACE FIRST CALL, PRESS **CONFERENCE** SOFT BUTTON, PLACE SECOND CALL, PRESS **CONFERENCE** AGAIN

PLACE ON HOLD

WHILE ON CALL, PRESS **HOLD** BUTTON TO RESUME, PRESS FLASHING LINE BUTTON OR **RESUME** SOFT BUTTON

TRANSFER STRAIGHT TO VOICEMAIL

WHILE ON CALL, PRESS **TRANSFER**, USE THE **CONTACTS** SOFT BUTTON TO FIND DESIRED CONTACT, PRESS THE **TRANSFER VM** SOFT BUTTON

ASSISTED (ANNOUNCED) TRANSFER

WHILE ON CALL, PRESS **TRANSFER**, DIAL THE EXT (OR PRESS RAPID DIAL KEY), PRESS **DIAL** SOFT BUTTON. WHEN THE PERSON PICKS UP, SPEAK WITH THEM AND PRESS **TRANSFER** WHEN READY TO COMPLETE TRANSFER

BLIND (UNANNOUNCED) TRANSFER

WHILE ON CALL, PRESS **TRANSFER**, USE THE **CONTACTS** SOFT BUTTON TO FIND DESIRED CONTACT, PRESS THE **TRANSFER** SOFT BUTTON

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CHECKING VOICEMAIL

VIA
EMAIL

1. NEW VM WILL AUTOMATICALLY BE DELIVERED TO YOU VIA EMAIL
2. OPEN AND PLAY THE ATTACHED FILE **OR** FOLLOW THE DOWNLOAD LINK TO THE USER PORTAL (YOU WILL BE PROMPTED TO LOG IN)

DESK
PHONE

1. PRESS THE **MESSAGES** (ENVELOPE) BUTTON ON YOUR PHONE
 2. USE ARROWS AND SOFT BUTTONS TO MANAGE VOICEMAILS
- TIP: To Delete or Forward a message, choose **More**

OUTSIDE
PHONE

1. DIAL YOUR DIRECT EXTENSION FROM AUTO-ATTENDANT
2. WHEN VOICEMAIL PICKS UP, PRESS THE STAR (*) KEY
3. ENTER YOUR PASSWORD AND PRESS #, THEN FOLLOW PROMPTS

OTHER HANDY PHONE FEATURES

CALL LOGS: PRESS THE **CALL LOG** SOFT BUTTON TO ACCESS RECEIVED, PLACED, AND MISSED CALLS

- THE **ACCOUNT** SOFT BUTTON WILL ALLOW YOU TO MANAGE MULTIPLE EXTENSIONS IF YOU HAVE THEM
- THE **FILTER** SOFT BUTTON WILL LET YOU VIEW ALL, ONLY MISSED, ONLY RECEIVED, OR ONLY DIALED CALLS
- THIS INFORMATION CAN ALSO BE ACCESSED VIA THE **REPORTING** TAB IN THE SWITCHVOX USER PORTAL

PARKING LOT: ALLOWS YOU TO TRANSFER A CALL TO A TEMPORARY EXTENSION, THEN PICK IT UP AT THAT EXTENSION FROM ANY PHONE ON THE SYSTEM. THE CALLER HEARS HOLD MUSIC WHILE THEY ARE PARKED.

HOW TO PARK A CALL:

- WHILE ON CALL, PRESS **PARK** SOFT BUTTON OR **TRANSFER** TO EXTENSION 700
- THE SYSTEM WILL REPLY WITH A NUMBER BETWEEN 701 AND 799, THE PARKING LOT NUMBER FOR THAT CALL.
- DEPENDING ON THE MODEL, YOUR PHONE MAY ALSO HAVE A SOFT BUTTON FOR **PARKED CALLS** WHERE YOU CAN SEE A LIST OF ALL PARKED CALLS WITH PARKING LOT NUMBERS (YOU MAY HAVE TO PRESS THE **MORE** SOFT BUTTON TO SEE THIS OPTION, AND IT CAN'T BE ACCESSED WHILE ON AN ACTIVE CALL)

DIRECTORY: DIAL EXTENSION 411 FOR A SEARCHABLE DIRECTORY. YOU COULD ALSO TRANSFER TO THIS EXTENSION.